Performance Evaluations:

One way an organization can reinforce and support the value of cultural effectiveness is to assess staff knowledge, skills and attitudes. It is important that managers and staff provide feedback to each other on a regular basis. Frequent dialogue can support ongoing personal and organizational growth. Another way to demonstrate organizational commitment to cultural effectiveness is to include language in performance evaluations that assess staff performance as it relates to cultural competency.

Performance evaluations are structured in many different ways. The following suggestions can be adapted to fit the format of your organizational performance evaluations. Organizations may choose to include one or two of these competencies in an evaluation.

The Staff member demonstrates respectful communication to all cultures.

The Staff member takes responsibility for learning about other cultures

The Staff member recognizes, respects and values all cultures

The Staff member reflects on their own values and culture.

The Staff member is open and nonjudgmental and demonstrates respect for all cultures.

The Staff member provides culturally competent patient care.

The Staff member is willing to explore the different cultural beliefs of others and realizes that those beliefs may not match their own.